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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Crisis Worker** |
| **Pay:** | **On call allowance £4.08 per hour** **Attendance allowance £15.10 per hour** |
| **Responsible To:** | **SARC Nurse Manager**  |
| **Accountable To:** | **SARC Team**  |
| **Section/Department/Directorate:** | **SARC, Specialist Services** |

**Job Purpose:**

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| The post holders will provide out of hours Crisis Worker cover within Devon and Cornwall Sexual Assault Referral Centre, providing the initial support to individuals who have recently been victims of rape and sexual assault within the context of a non-judgemental and confidential service. The post holder will provide crisis management and onward referrals for patients that attend the Centre for a forensic medical examination outside of normal office hours.The out of hours crisis workers will work on a rota basis between the hours of 5pm and 9am Monday-Sunday with additional day time cover at the weekends 9am-5pm on Saturday and Sunday’s. Public Holidays will also be covered. You may additionally be asked to cover some Annual leave for lead crisis workers.   |
| **Context:** |
| The Crisis Workerwill be on call whilst on shift, and if needed will be contacted by the police or the clinical on call team to attend Devon and Cornwall Sexual Assault Referral Centre (SARC) in \*\*\*\*\*\*\*. The post holder must be able to be on site within 60 minutes of the call out.The post holder will work as part of a multidisciplinary and multi-agency team, supporting men and women who wish to have a forensic medical following a recent sexual assault or rape.The Crisis Worker has to provide a welcoming environment to service users as they will be the first person that a victim of sexual assault or rape comes into contact with when they attend the SARC for a forensic medical examination.The post holder will be required to:* Provide confidential and non-judgemental information to enable service users to make informed decisions around the criminal justice process and their future care pathway.
* Make onward referrals to support staff and outside agencies as required.
* Be mindful of safeguarding at all times.
* Act as a professional role model through participating in provision of high quality service to clients within the SARC according to national and locally agreed policy. Working as part of a team of Forensic Physicians, Therapists, Independent Sexual Violence Advisors and Healthcare Practitioners in the delivery of a high quality service.
* Liaise with the multidisciplinary team in the provision of support services
* Consider child protection and domestic violence issues when engaging with clients and follow appropriate policies and procedures
* Demonstrate knowledge of quality issues and commitment to continuous quality and improvement. To keep abreast of current developments and research in relation to sexual assault and related areas.

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| **Key Working Relationships:*** Devon and Cornwall Constabulary
* Peninsula SARC Clinical Leads
* Forensic Medical Practitioners
* Forensic Medical Providers
* SARC Staff
* ISVA provider and ISVA’s
* Sexual Health Services
* Other SARC’s

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. |

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| **Organisational Chart:** |
| Crisis Worker SARC ManagerSARC Nurse Manager Lead Crisis Worker |
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| **Key Result Areas/Principal Duties and Responsibilities****Communication and Relationship Skills**The post holder will be required to effectively communicate with clients who are traumatised and often have complex needs. This includes the ability to communicate detailed information in a way that is easily understood so that people can make informed decisions.The post holder will advocate on behalf of service users with other professionals so that the service users views are paramount in any decisions around on going care needs and to ensure that all actions undertaken are consistent with the client’s wishes. They will advise clients about services they are able to access.The post holder will carry out a needs assessment in conjunction with the forensic practitioner, ensuring victims feel safe, believed, respected and in control of the process. The post holder will be required to have excellent written skills. The Crisis Worker will be able to make written and verbal referrals to other agencies and communicate the needs of the service user to other professionals, demonstrating effective communication with other agencies as well as friends and family of service users. The post holder will positively represent the SARC and Northern Devon Healthcare Trust to all internal and external agencies.**Analytical and Judgement Skills**Undertaking safety planning, risk assessment and needs assessment with victims to pass onto colleagues to implement.The post holder may be required to attend court as a witness in criminal proceedings where requested or summons by judge.**Planning and Organisational Skills**To develop and maintain organisational skills relevant to the service, facilitating a satisfactory interface with SARC service, criminal justice agencies, health agencies and statutory and voluntary services**Physical Skills** Standard driving skills, manual handling skills.**Responsibility for Patient and Client Care** The post holder will provide clients with appropriate practical and emotional support at the point of the forensic medical examination through effective communication relating to the process.The post holder will complete a risk and needs assessment alongside the forensic medical practitioner and the police to enable onward referral to the appropriate agencies/professionals.The post holder will be required to provide support, welfare and crises management to individuals who have recently experienced rape or sexual assault.**Responsibility for Policy and Service Development**To adhere to all Trust policies**Responsibility for Financial and Physical Resources**To be aware of the cost implications associated with the service and its delivery and ensure effective use of all resources**Responsibility for Human Resources**To participate in regular clinical and management supervision led by a senior member of staff. To participate in objective setting and performance management as required by the SARC ManagerTo actively participate in annual personal development review process and individual responsibility for ensuring attendance at mandatory training updates**Responsibility for Information Resources** Adhere to Trust information governance policies and procedures.**Responsibility for Research and Development** Undertake surveys, audits and data collection as required by the Lead Crisis Worker and SARC manager**Decision Making**Working within the organisation’s procedures and policies, using own initiative to provide information and support to service users, under the supervision of Lead Crisis Worker, SARC Manager or senior manager on duty. To contribute to discussions and decisions around patient care**Physical Effort**Work involves driving, sitting/standing, and walking, moving equipment, manual handling, manoeuvring patients. **Mental Effort**There will be periods of concentration when listening to service users in order to obtain information to complete referral paperwork.Good attention to detail is required.**Emotional Effort**Emotional resilience is essential as the role involves working with people who have experienced trauma and are in crisis frequentlyWorking with men and women who have been recently raped or sexually assaulted and will have to hear details of these types of offences**Working Conditions** Frequent exposure to highly unpleasant working conditions, including exposure to bodily fluids and aggressive and angry patients or their supporters. |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

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| REQUIREMENTS | E/D\* | HOW TESTED?Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE(1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING:NVQ 3 or equivalent qualification Good general educationPrevious Experience of working in a healthcare settingSafeguarding training/qualificationCounselling skills qualification | EEDDD | Application |  |  |
| KNOWLEDGE/SKILLS:An understanding of confidentiality and safeguarding Understanding of issues relating to rape and sexual assaultExcellent communication skills, both verbal and writtenAbility to work as part of a teamAbility to work flexibly Have a good eye for detailAbility to travel to SARC within 60 minutes of being called out.Understanding of the nature of SARC and issues in relation to victims of rape or sexual assault. Knowledge of national policies relating to sexual assault and sexual health.  | EEEEEEEED |  |  |  |
| EXPERIENCE:Previous experience of working in an environment which is sensitive and confidential Experience of working in a multi-disciplinary teamPrevious experience of working with people in a supportive rolePrevious experience of working with people in crisisPrevious experience of working within a tense and challenging environmentExperience of working with people who have experienced sexual violence | EDEDDD |  |  |  |
| PERSONAL REQUIREMENTS:CompassionateEmpatheticWorks well under pressureAble to work under protocols and to policiesRemain calm and professional in a busy environmentAdhere to data protection and confidentiality requirementsAccess to transport that ensures you arrive at the SARC within the callout time | EEEEEEE |  |  |  |
| OTHER REQUIREMENTS:The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.Ability to travel to other locations as required | EE | InterviewInterview |  |  |

**PERSON SPECIFICATION**

**POST: SARC Crisis Worker**

\*Essential/Desirable

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| **HAZARDS :** |
| Laboratory SpecimensProteinacious Dusts |  | Clinical contact with patients | Y | Performing ExposureProne Invasive Procedures |  |
| Blood/Body Fluids | Y | Dusty Environment |  | VDU Use |  |
| Radiation |  | Challenging Behaviour | Y | Manual Handling |  |
| Solvents |  | Driving | Y | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working | Y |  |  |